



### **All Viasat and Exede Residential Internet Plans**

One-time standard installation fee may be charged at the time of sale. Minimum 24-month service term applies unless you select the No Long-Term Contract Option (see below). Monthly service fees and taxes apply. Equipment lease fee is \$12.99 per month, or \$299.99 if prepaid for the life of the equipment. Equipment must be returned upon cancellation of service, otherwise an unreturned equipment fee will apply. Non-standard installations may result in additional charges. Speeds are “up to,” are not guaranteed and will vary. Service is for residential and non-commercial use only. Liberty and Basic 25 plans are subject to data transmission limits measured on a monthly basis. For details see the Data Allowance Policy, which you can view at [www.exede.com/legal](http://www.exede.com/legal). Unlimited data plans are subject to Unlimited Data Policy, which you can view at [www.exede.com/legal](http://www.exede.com/legal). Service is not available in all areas and requires a clear view of the southern sky. The performance of some games over the internet is very poor and some games may not work at all. Use of Viasat’s Internet service on multiple devices requires a wireless router. Virtual private networks (VPNs) and remote computer access may be very slow with Viasat’s service. Some VPNs may not work at all. All offers may be changed or withdrawn at any time. Exede and Viasat are registered service marks of Viasat, Inc.

### **No Long-Term Contract Option**

No Long-Term Contract Option requires an upfront \$500.00 nonrefundable payment. If you purchase the No Long-term Contract Option, you will have no Minimum Service Term commitment (as defined in the Customer Agreement), and you may cancel service at any time without a Termination Fee.

### **Unlimited Data Plans**

Depending on the specific unlimited data service plan available at your location, after you use the following amount of data, we may prioritize your data behind other customers during network congestion, which will result in slower speeds: Basic 12 (15 GB), Bronze 12 (35 GB, 40 GB or 80 GB, depending on your specific plan); Silver 12 (45 GB); Gold 12 (65 GB); Bronze 25 (35 GB); Silver 25 (60 GB, 100 GB or 120 GB depending on your specific plan); Gold 30 (100 GB or 200 GB depending on your specific plan); Gold 50 (100 GB or 200 GB depending on your specific plan); and Platinum 100 (150 GB or 300 GB depending on your specific plan).

Streaming video quality is “up to,” will vary and is not guaranteed. See Unlimited Data Policy for details.

### **Liberty and Basic 25 Plans**

Liberty and Basic 25 service plan customers who use more Priority Data than their service plan provides will receive Liberty Pass for the remainder of their monthly billing period. Liberty Pass speeds are slower than Priority Data speeds and will vary greatly based on the time of day and network traffic in your area. Liberty Pass speeds may be extremely slow when the network is busy, which may greatly impair internet usage. Heavier users of Liberty Pass may experience slower speeds than lighter users. For details see the Data Allowance Policy, which you can view at [www.exede.com/legal](http://www.exede.com/legal).

### **EasyCare**

EasyCare is \$8.99 per month. For new Internet customers who purchase EasyCare, the monthly charge is waived for the first 90 days of service. If a customer cancels EasyCare within 90 days after purchase, the customer may be charged the standard rate that would have been applicable for each service call made at the customer’s service address during that 90-day period. Re-enrollment in EasyCare may be restricted for up to 180 days after cancellation. EasyCare is not available to customers in Alaska and

Hawaii. Additional terms and conditions applicable to EasyCare are set forth in the EasyCare Plan Addendum to the Customer Agreement available at [www.exede.com/legal](http://www.exede.com/legal).

### **Plan Price Reduction Promotions**

Plan price reduction promotion available only to new Viasat Internet customers. Upon the expiration of a promotional period, the plan price will increase to the standard non-promotional price.

### **Free Standard Installation Fee Promotion for Internet (only available in select areas)**

Limited-time free standard installation offer available only to new qualifying Viasat Internet customers. Offer requires credit qualification. Installation fees apply to those with lower credit ratings. Free standard installation offer is not available in all areas. For eligible customers, a one-time standard installation fee of \$99.99 will be credited via an instant rebate of \$99.99, which will be reflected on the customer's first bill.

### **Two-Year Price-Lock Guarantee for Viasat Internet**

The 2-year price-lock guarantee applies only to the standard monthly internet service fee and the monthly equipment lease fee (in each case, before any promotional discounts) and excludes all taxes and surcharges. The price-lock guarantee runs for 24 consecutive months from the date of account activation, requires that the customer's account remain in good standing, and may terminate with certain account changes.

### **Liberty and Basic 25 Plans with a Free Zone**

Liberty plans with a Free Zone provide for unmetered uploads and downloads to customers on a Liberty plan with a Free Zone from 3:00 a.m. to 6:00 a.m. customer local time every day of the week. The Basic 25 plan features the Early Bird Free Zone providing unmetered uploads and downloads to customers from 3:00 a.m. to 8:00 a.m. customer local time every day of the week. If you have already used your monthly Priority Data allowance, you may still use the Free Zone or Early Bird Free Zone at regular Priority Data speeds.

### **DIRECTV Service**

Service provided by DIRECTV. 24-MONTH DIRECTV AGREEMENT. EARLY CANCELLATION WILL RESULT IN A FEE OF \$20/MONTH FOR EACH REMAINING MONTH. Must maintain 24 consecutive months of any DIRECTV programming package (\$29.99/month or above) or any qualifying international service bundle. NON-ACTIVATION CHARGE OF \$150 PER RECEIVER MAY APPLY. ALL EQUIPMENT IS LEASED AND MUST BE RETURNED TO DIRECTV UPON CANCELLATION, OR UNRETURNED EQUIPMENT FEES APPLY. VISIT [directv.com](http://directv.com) OR CALL 1-800-DIRECTV FOR DETAILS. Receipt of DIRECTV programming subject to DIRECTV Customer Agreement; copy provided at [directv.com/legal](http://directv.com/legal) and in order confirmation. DIRECTV and the Cyclone Design logo are registered trademarks of DIRECTV, LLC.

### **Voice Service**

Available only as an add-on service for customers on a service plan providing 12 Mbps or greater and in an eligible service area. Minimum 6-month service term. Additional charges for calls to destinations outside of the 50 United States, the District of Columbia and Canada and for directory assistance calls. Billing for Voice for existing Viasat or Exede Internet customers commences five days after the date Voice is ordered and for new Viasat Internet customers five days after the date internet service is installed, even if the customer does not activate the Voice equipment. Monthly service fee is \$29.99 and is subject to taxes, E911 fees and other regulatory fees and surcharges. 911 service through Viasat's Voice satellite technology may be limited in comparison to 911 service available through traditional landline telephone carriers. Voice may not work well with fax machines, security systems and other analog data services and devices.

### **Viasat Internet/ Voice Bundle Promotion**

New customers in participating sales channels who order Viasat Voice at the same time they order Viasat Internet will receive a savings of \$10 per month on their Viasat Voice service for the first six full months of services provided they continue to receive both services. Existing Viasat or Exede Internet customers in participating sales channels who add Viasat Voice service will receive a savings of \$10 per month on their Voice service for the first six months of Viasat Voice service provided they continue to receive both services.

### **Video Data Extender**

All Essential 10, Evolution, Liberty, Freedom, Basic 12, Basic 25, and Exede Classic plans include the Video Data Extender. The Video Data Extender is a feature that streams video at DVD quality (optimized for 480p), which allows you to get more out of your monthly data allowance. This feature is turned on by default. Not all video sources are identifiable and available to benefit from the Video Data Extender. You can turn the Video Data Extender off or on at any time by visiting [www. my.viasat.com](http://www.my.viasat.com).

### **Viasat Flex**

Viasat Flex is an optional feature that adds DSL to our residential service plans, where available. Flex requires the purchase of Viasat Internet service. Flex requires a separate additional installation of DSL service. Not all data sources, such as certain online games or VPNs, are identifiable and available to benefit from Flex. Flex is offered at no charge as part of an introductory promotion. Viasat reserves the right to charge for Flex in the future and will provide you the option to remove it before the end of the introductory promotion.

### **Viasat Shield**

Viasat Shield is an optional service for Viasat residential internet service plans that helps protect you from online risks and provides device management features. Shield service includes the availability of a Shield application for iPhones with iOS v9.0 or higher and Android with v4.1 or higher. The Shield application is not supported on tablets. By using Shield and the Shield application, you acknowledge that you have read and agree to the **Viasat Shield Application End User Terms and Conditions Agreement** available at [www.exede.com/legal](http://www.exede.com/legal) and [www.viasat.com/legal](http://www.viasat.com/legal). Shield offers basic features available at no additional charge, and in select areas, premium features for a monthly fee of \$5.99 billed by and paid to Viasat. Contact Viasat Customer Care at 1-855-463-9333 to discontinue premium features.

### **All Viasat Internet for Business Plans (formerly Exede Business)**

Minimum 24-month service term. Monthly price includes the monthly service fee and equipment lease fee of \$9.99/mo. or \$10.00/ mo., depending on equipment type. One-time standard installation fee is \$300.00. All fees are subject to taxes. Equipment must be returned upon cancellation of service, otherwise an unreturned equipment fee will apply. Non-standard installations may result in additional charges. Speeds are “up to,” are not guaranteed, and will vary. Some service plans are subject to data transmission limits measured on a monthly basis. On some service plans, extra charges apply for data used in excess of monthly data allowance. For full details, see the Data Allowance Policy – Business, which you can view at [www.exede.com/legal](http://www.exede.com/legal). Service is not available in all areas and requires a clear view of the southern sky. The performance of some games over the Internet is very poor and some games may not work at all. Use of the Viasat Internet service on multiple devices requires a wireless router. Virtual private networks (VPNs) and remote computer access may be very slow with Viasat’s service. Some VPNs may not work at all. All offers may be changed or withdrawn at any time. Viasat and the Viasat logo are trademarks of Viasat, Inc.

### **Business Unlimited Data Plans**

Depending on the Business unlimited data service plan, after you use the following amount of data, we may prioritize your data behind other customers during network congestion, which will result in slower speeds: Business Unlimited 12 plan (75 GB); Business Unlimited 35 plan (75 GB); Business Unlimited 60 plan (150 GB); and Business Unlimited 100 plan (200 GB).

Video streaming quality on the Business Unlimited 12 plan, Business Unlimited 35 plan, and the Business Unlimited 60 plan is at DVD Quality (typically 480p). Video streaming quality on the Business Unlimited 100 plan is at HD Quality (typically 720p). Video streaming quality is “up to,” will vary and is not guaranteed.

### **Business Voice Service**

Each Viasat Business Voice service line requires a monthly service fee, one-time activation fee, and installation fee. Business Voice service requires Viasat Business Internet service. Each Business Voice service line requires a minimum service term equal to the lesser of (i) 24 months or (ii) the number of months remaining in your Internet service minimum service term. The termination fee is equal to the number of months left in your minimum service term, multiplied by each Voice Service Line (as defined in the Business Voice Product Addendum), multiplied by \$15.00.

You may not place calls to destinations outside of the 50 United States, the District of Columbia, Canada, or Mexico. Monthly service fee is \$25.00 for each Voice Service Line (as defined in the Business Voice Product Addendum) and is subject to taxes, E911 fees and other regulatory fees and surcharges. 911 service through Viasat’s Business Voice satellite technology may be limited in comparison to 911 service available through traditional landline telephone carriers. Business Voice does not support fax machines, security systems and other analog data services and devices.

### **Business Hotspot Service**

Viasat Business Hotspot service comes with indoor and/or outdoor access points. Each access point requires a monthly service fee, one-time activation fee, and installation fee. Fees vary depending on the type of access point(s) selected. Business Hotspot Service requires Viasat Business Internet service. Each access point associated with the Business Hotspot service requires a minimum service term equal to the lesser of (i) 24 months or (ii) the number of months remaining in your Business Internet service minimum service term. The termination fee is equal to the number of months left in your minimum service term, multiplied by each Access Point (as defined in the Business Hotspots Product Addendum) multiplied by \$15.00. Taxes apply.